REMARKS

Applicant appreciates the continued examination of the current application as indicated in the Office Action dated November 1, 2007 (the Action). Applicant further appreciates the Examiner's withdrawal of the previous rejections under 35 U.S.C. 101 and 103.

Claims 1, 2 and 4-18 are currently pending in the application and stand rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 6,493,694 to Xu (Xu) in view of U.S. Patent Publication No. 2002/0168054 to Klos (Klos). Applicant hereby requests further consideration of the application in view of the amendments above and the comments that follow.

Claim 1 recites a method of correcting an error in a service order. The service order includes an electronic document having a plurality of fields, and the plurality of fields have data associated therewith. The method includes:

> providing a service order control panel, the service order control panel comprising a plurality of function controls, each function control having an associated predetermined function that manipulates data in at least one of the plurality of fields in the service order;
>
> detecting an error in the service order, wherein said detecting is performed by a service provider using computer software code to identify a data irregularity;
>
> accepting user input from a user to select a function control, wherein the user input is provided by a service provider; and
>
> automatically performing the predetermined function associated with the selected function control to manipulate data to correct the error in at least one of the plurality of fields in the service order.

Xu proposes an automatic rule-based technique for correcting errors in text service orders. *See* col. 1, lines 35-38; col. 3, lines 40-44. Applicant submits that Xu fails to disclose function controls having an associated predetermined function that manipulates data in at least one of the plurality of fields in the service order. In particular, Xu proposes an on-line system to automatically correct service order error using a rule language. *See* Xu, col. 4, lines 9-28. The automatic rules of Xu do not appear to be responsive to user selection. Although

Xu discusses an interactive mode in which users execute commands, Applicant submits that the commands proposed by Xu do not include a predetermined function that manipulates data in at least one of the plurality of fields in the service order as recited in Claim 1. *See* col. 8, lines 1-34. For example, the commands in Xu (*e.g.*, retrieving a service order, creating a service order, and checking for pending orders) do not appear to manipulate data in a field of the service order. *See* col. 8, lines 15-34. Accordingly, Applicant submits that none of the commands issued in the interactive mode of Xu (which the Action identifies as function commands) are associated with a predetermined function that manipulates data in at least one of the plurality of fields in the service order as recited in Claim 1.

In addition, the Action concedes that Xu does not teach a service order panel including a plurality of function controls and user selection of a function control. The Action relies on Klos as allegedly disclosing these features at paragraphs [0053], [0065], [0089] and [0090]. *See* the Action, pages 3-4.

Applicant respectfully disagrees with the Action's characterization of Klos, and submits that Klos also does not disclose a service order panel including a plurality of function controls and user selection of the functional controls. According to the cited portions of Klos, the GUI 120 proposed by Klos includes an order initiation screen that enables the network provider to update network elements, disconnect services, change services, resubmit service orders having provisioning errors and resubmit service orders awaiting manual coordination or assistance. Applicant submits that the order initiation screen does not appear to include functional controls that are associated with a predetermined function that manipulates data in at least one of the plurality of fields in the service order. The GUI 120 also includes a **manual** intervention schedule, which Klos proposes can be used to resolve order and provisioning errors. Klos discusses that the manual intervention schedule displays any variable data associated with the error, identifies corrective action and formats the corrective action to be entered into the provisioning flow. *See* Klos, paragraphs [0090].

Therefore, Klos apparently requires manual intervention by an operator to resolve errors. As such, Klos does not disclose or render obvious a service order control panel having

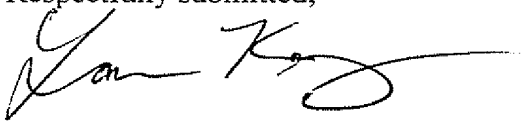
a plurality of function controls having an associated predetermined function that manipulates data in at least one of the plurality of fields in the service order as recited in Claim 1.

Accordingly, Xu and Klos do not disclose or render obvious all of the recitations of Claim 1. Independent Claims 13 and 15 include recitations similar to those discussed above with respect to Claim 1. Applicant requests that the rejections of independent Claims 1, 13 and 15 and Claims 2, 4-12, 14 and 16-18 depending therefrom be withdrawn.

CONCLUSION

Accordingly, Applicant submits that the present application is in condition for allowance and the same is earnestly solicited. Should the Examiner have any matters outstanding of resolution, he is encouraged to telephone the undersigned at 919-854-1400 for expeditious handling.

Respectfully submitted,



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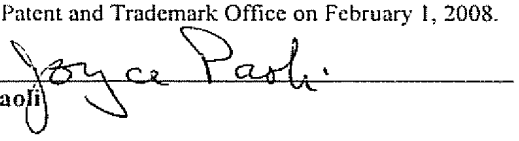
Signature: 

Joyce Paoli